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**ABSTRACT**

Developed through a modified DACUM (Developing a Curriculum) process involving business, industry, labor, and community agency representatives in Ohio, this document is a comprehensive and verified employer competency profile for dental assistants. The list contains units (with and without subunits), competencies, and competency builders that identify the skills needed to enter these occupations. The occupational, academic, and employability skills for this occupation or occupational area are included. Within the outline are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests. Advancing items identify the knowledge, skills, and attitudes needed to advance in the occupation; futuring items identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation 3 to 4 years from now. Titles of the 13 units are as follows: infection control and hazards management; general health; emergency procedures; preventive dental assisting procedures; chairside assistance; dental specialties; dental laboratory procedures; dental office procedures; radiographic procedures; communications; mathematics; professionalism; and employability skills. (KC)

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# OHIO'S COMPETENCY ANALYSIS PROFILE

## DENTAL ASSISTANT

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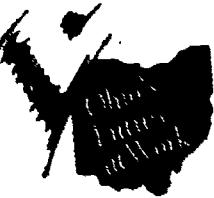
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A handwritten signature in black ink, appearing to read "Carol S. Higbee".

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# What is OCAP?

"A comprehensive and verified employer competency list will be developed and kept current for each program." This is the second objective of Imperative 3 of the *Action Plan for Accelerating the Modernization of Vocational Education: Ohio's Future at Work*. Ohio's Competency Analysis Profile (OCAP) lists are the Division of Vocational and Career Education's response to that objective. OCAP lists evolve from a modified DACUM process involving business, industry, labor, and community agency representatives from throughout Ohio. The OCAP process is directed by the Vocational Instructional Materials Laboratory at The Ohio State University's Center on Education and Training for Employment.

## How is OCAP used?

Each OCAP contains units (with and without subunits), competencies, and competency builders that identify the occupational, academic\*, and employability skills needed to enter a given occupation or occupational area. Within that outline there are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests (scheduled to begin in school year 1993-94). Advancing items (marked with one asterisk) identify the knowledge, skills, and attitudes needed to advance in a given occupation. Futuring items (marked with two asterisks) identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation three to four years from now.

School districts may add as many units, subunits, competencies, and/or competency builders as desired to reflect local employment needs, trends, and specialties. Local advisory committees should be actively involved in the identification and verification of additional items. Using OCAP lists, instructors will be able to formulate their vocational courses of study and monitor competency gains via the new criterion-referenced competency testing program that will be directly tied to the competencies identified on the OCAP lists.

\*Academic competencies have not been identified for all OCAPs. At a later date math, communication, and science competencies will be released.

The Employability Skills portion of this list was verified by the following employer panel:

Gary J. Corrigan, *Dana Corporation*, Ottawa Lake, Michigan  
David Crooks, *Bowling Green State University Union Food Service*, Bowling Green, Ohio  
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James Needs, *Independent Crop Producer*, Upper Sandusky, Ohio  
Ronald Simmons, *Former GM Executive*, Warren, Ohio

## **OHIO COMPETENCY ANALYSIS PROFILE**

### **DENTAL ASSISTANT**

#### **UNIT 1: Infection Control and Hazards Management**

**COMPETENCY 1.0.1: Comply with state and federal regulations**

#### **COMPETENCY BUILDERS:**

- 1.0.1.1 Comply with Occupational Safety and Health Administration (OSHA)
- 1.0.1.2 Comply with Environmental Protection Agency (EPA) regulations
- 1.0.1.3 Comply with Ohio Dental Practice Act (ODPA)

**COMPETENCY 1.0.2: Maintain personal safety and hygiene**

#### **COMPETENCY BUILDERS:**

- 1.0.2.1 Use eye protection
- 1.0.2.2 Wear gloves
- 1.0.2.3 Wear mask
- 1.0.2.4 Wear uniform and/or professional attire
- 1.0.2.5 Practice safe, sanitary, and sterilizing procedures
- 1.0.2.6 Practice proper hygiene

**COMPETENCY 1.0.3: Dispose of waste materials in compliance with OSHA regulations**

#### **COMPETENCY BUILDERS:**

- 1.0.3.1 Practice safe, sanitary, and sterile procedures
- 1.0.3.2 Dispose of paper and plastic supplies and gloves
- 1.0.3.3 Dispose of sharps
- 1.0.3.4 Dispose of infectious waste
- 1.0.3.5 Dispose of hazardous waste

**COMPETENCY 1.0.4: Maintain infection control of work area**

#### **COMPETENCY BUILDERS:**

- 1.0.4.1 Contain used linens
- 1.0.4.2 Clean and disinfect sink
- 1.0.4.3 Clean and disinfect counter surfaces
- 1.0.4.4 Check floors

\* Advancing  
\*\* Futuring

**COMPETENCY 1.0.5: Clean, disinfect, and sterilize dental equipment and instruments**

**COMPETENCY BUILDERS:**

- 1.0.5.1 Read and follow manufacturer's instructions
- 1.0.5.2 Disinfect dental chair
- 1.0.5.3 Clear waterlines
- 1.0.5.4 Disinfect unit
- 1.0.5.5 Maintain infection control in cabinets and drawers
- 1.0.5.6 Pre-scrub instruments
- 1.0.5.7 Sterilize instruments
- 1.0.5.8 Operate sterilizing equipment
- 1.0.5.9 Store sterilized dental equipment and supplies

**UNIT 2: General Health**

**COMPETENCY 2.0.1: Take health history**

**COMPETENCY BUILDERS:**

- 2.0.1.1 Interview patient for medical and dental histories
- 2.0.1.2 Record medical and dental histories
- 2.0.1.3 Inform doctor of patient's medical and dental histories

**COMPETENCY 2.0.2: Measure and chart blood pressure**

**COMPETENCY BUILDERS:**

- 2.0.2.1 Assemble equipment
- 2.0.2.2 Interact with patient
- 2.0.2.3 Position patient
- 2.0.2.4 Locate patient's pulse
- 2.0.2.5 Use sphygmomanometer and stethoscope
- 2.0.2.6 Determine systolic and diastolic pressure
- 2.0.2.7 Record systolic and diastolic pressure

**COMPETENCY 2.0.3: Measure and chart pulse**

**COMPETENCY BUILDERS:**

- 2.0.3.1 Interact with patient
- 2.0.3.2 Position patient
- 2.0.3.3 Identify pulse points
- 2.0.3.4 Place fingers on pulse point
- 2.0.3.5 Count sequentially and monitor time
- 2.0.3.6 Record pulse

\* Advancing  
\*\* Futuring

**COMPETENCY 2.0.4: Measure and chart respiration rate**

**COMPETENCY BUILDERS:**

- 2.0.4.1 Assemble armamentarium
- 2.0.4.2 Interact with patient
- 2.0.4.3 Position patient
- 2.0.4.4 Count sequentially and monitor time
- 2.0.4.5 Record respiration

**COMPETENCY 2.0.5: Measure and chart oral temperature**

**COMPETENCY BUILDERS:**

- 2.0.5.1 Interact with patient
- 2.0.5.2 Shake thermometer
- 2.0.5.3 Position thermometer
- 2.0.5.4 Monitor time and remove thermometer
- 2.0.5.5 Read thermometer
- 2.0.5.6 Record temperature
- 2.0.5.7 Disinfect thermometer

**UNIT 3: Emergency Procedures**

**COMPETENCY 3.0.1: Identify emergency procedures**

**COMPETENCY BUILDERS:**

- 3.0.1.1 Identify procedures for office emergencies
- 3.0.1.2 Contact local emergency assistance
- 3.0.1.3 Demonstrate first responder procedures
- 3.0.1.4 Acquire first aid certification

**COMPETENCY 3.0.2: Assist with removal of foreign objects from throat**

**COMPETENCY BUILDERS:**

- 3.0.2.1 Reassure patient
- 3.0.2.2 Remove visible objects from throat with suction tip
- 3.0.2.3 Assist doctor with procedures
- 3.0.2.4 Record treatment on patient's chart

\* Advancing  
\*\* Futuring

**COMPETENCY 3.0.3: Provide first aid for shock**

**COMPETENCY BUILDERS:**

- 3.0.3.1 Summon dentist
- 3.0.3.2 Reassure patient
- 3.0.3.3 Position patient and establish airway
- 3.0.3.4 Check vital signs
- 3.0.3.5 Keep patient warm
- 3.0.3.6 Assist doctor with procedures
- 3.0.3.7 Record treatment on patient's chart

**COMPETENCY 3.0.4: Acquire cardiopulmonary resuscitation (CPR) certification**

**COMPETENCY BUILDERS:**

- 3.0.4.1 Summon dentist
- 3.0.4.2 Position patient
- 3.0.4.3 Reassure patient
- 3.0.4.4 Clear airway
- 3.0.4.5 Assist with CPR
- 3.0.4.6 Record treatment on patient's chart

**COMPETENCY 3.0.5: Assist with oral hemorrhage**

**COMPETENCY BUILDERS:**

- 3.0.5.1 Assemble armamentarium and sterile dressing
- 3.0.5.2 Reassure patient
- 3.0.5.3 Prepare sterile dressing
- 3.0.5.4 Apply sterile dressing with pressure
- 3.0.5.5 Assist with suturing
- 3.0.5.6 Record treatment on patient's chart

**COMPETENCY 3.0.6: Assist with syncopal patient**

**COMPETENCY BUILDERS:**

- 3.0.6.1 Position patient
- 3.0.6.2 Interact with patient
- 3.0.6.3 Apply cold compress
- 3.0.6.4 Administer ammonia vial
- 3.0.6.5 Assist with administering oxygen
- 3.0.6.6 Keep patient comfortable
- 3.0.6.7 Record treatment on patient's chart

\* Advancing  
\*\* Futuring

**COMPETENCY 3.0.7: Assist with administering oxygen**

**COMPETENCY BUILDERS:**

- 3.0.7.1 Obtain and assemble oxygen equipment
- 3.0.7.2 Interact with patient
- 3.0.7.3 Follow dentist's directives
- 3.0.7.4 Record treatment on the patient's record

**UNIT 4: Preventive Dental Assisting Procedures**

**COMPETENCY 4.0.1: Assist with prophylaxis**

**COMPETENCY BUILDERS:**

- 4.0.1.1 Prepare prophylaxis and examination tray setup
- 4.0.1.2 Prepare saliva ejector or high vacuum evacuator (HVE)
- 4.0.1.3 Prepare patient
- 4.0.1.4 Interact with patient
- 4.0.1.5 Remove debris with saliva ejector or HVE
- 4.0.1.6 Assist with scaling
- 4.0.1.7 Pass and receive instruments
- 4.0.1.8 Air-dry oral cavity
- 4.0.1.9 Assist with polishing
- 4.0.1.10 Pass and receive dental floss
- 4.0.1.11 Use correct techniques to aspirate and retract
- 4.0.1.12 Rinse patient's mouth
- 4.0.1.13 Instruct patient in home-care procedures
- 4.0.1.14 Record treatment on patient's chart

**COMPETENCY 4.0.2: Administer topical fluoride**

**COMPETENCY BUILDERS:**

- 4.0.2.1 Set up for fluoride treatment
- 4.0.2.2 Interact with patient
- 4.0.2.3 Air-dry oral cavity
- 4.0.2.4 Measure liquids and gels
- 4.0.2.5 Apply fluoride\*
- 4.0.2.6 Time treatment
- 4.0.2.7 Instruct patient in post-fluoride treatment
- 4.0.2.8 Record treatment on patient's chart

\* Advancing  
\*\* Futuring

**COMPETENCY 4.0.3: Instruct patient about oral hygiene and nutrition**

**COMPETENCY BUILDERS:**

- 4.0.3.1 Follow manufacturer's instructions on dental products
- 4.0.3.2 Prepare tooth brushing and flossing setup
- 4.0.3.3 Interact with patient
- 4.0.3.4 Demonstrate use of disclosing agents
- 4.0.3.5 Demonstrate brushing
- 4.0.3.6 Demonstrate flossing
- 4.0.3.7 Demonstrate oral hygiene aids
- 4.0.3.8 Take plaque index\*
- 4.0.3.9 Examine plaque under microscope\*
- 4.0.3.10 Take a Snyder Test\*
- 4.0.3.11 Incubate Snyder Test\*
- 4.0.3.12 Instruct patient on care of fixed and removable appliances
- 4.0.3.13 Instruct patient in recording diet
- 4.0.3.14 Analyze dietary report\*
- 4.0.3.15 Instruct patient in proper nutrition
- 4.0.3.16 Record treatment on patient's chart

**COMPETENCY 4.0.4: Assist with pit and fissure sealants**

**COMPETENCY BUILDERS:**

- 4.0.4.1 Interpret and follow manufacturer's instructions for sealants
- 4.0.4.2 Prepare setup for pit and fissure sealant
- 4.0.4.3 Interact with patient
- 4.0.4.4 Assist with sealant preparation
- 4.0.4.5 Assist with placement of sealant
- 4.0.4.6 Record treatment on patient's chart

**UNIT 5: Chairside Assistance**

**COMPETENCY 5.0.1: Prepare patient**

**COMPETENCY BUILDERS:**

- 5.0.1.1 Secure patient's chart
- 5.0.1.2 Prepare operatory
- 5.0.1.3 Greet patient
- 5.0.1.4 Review patient's health history
- 5.0.1.5 Position patient for examination or treatment
- 5.0.1.6 Drape patient
- 5.0.1.7 Adjust chair and lights
- 5.0.1.8 Position operator and assistant stools

\* Advancing  
\*\* Futureing

**COMPETENCY 5.0.2: Maintain dental operatory**

**COMPETENCY BUILDERS:**

- 5.0.2.1 Read and follow manufacturer's instructions
- 5.0.2.2 Prepare disinfectant solutions
- 5.0.2.3 Open operatory
- 5.0.2.4 Clean, disinfect, and sterilize operatory and equipment
- 5.0.2.5 Dispose of used materials in compliance with OSHA and EPA
- 5.0.2.6 Close operatory

**COMPETENCY 5.0.3: Provide evacuation and retraction in compliance with OSHA, EPA and ODPA**

**COMPETENCY BUILDERS:**

- 5.0.3.1 Practice infection control procedures
- 5.0.3.2 Interact with patient
- 5.0.3.3 Operate and control high-volume evacuator
- 5.0.3.4 Operate and control low-volume evacuator
- 5.0.3.5 Retract tissue
- 5.0.3.6 Operate air-water syringe
- 5.0.3.7 Perform equipment maintenance and disinfection

**COMPETENCY 5.0.4: Transfer instruments/four-handed dentistry**

**COMPETENCY BUILDERS:**

- 5.0.4.1 Follow dentist's directions
- 5.0.4.2 Anticipate procedural steps
- 5.0.4.3 Use transfer zone
- 5.0.4.4 Deliver instruments
- 5.0.4.5 Receive instruments
- 5.0.4.6 Maintain sequentially organized tray

**COMPETENCY 5.0.5: Assist with preliminary examination**

**COMPETENCY BUILDERS:**

- 5.0.5.1 Practice infection control procedures
- 5.0.5.2 Prepare basic tray setup
- 5.0.5.3 Measure and record vital signs
- 5.0.5.4 Record and update patient health history
- 5.0.5.5 Interact with patient
- 5.0.5.6 Prepare setup for preliminary impression
- 5.0.5.7 Take preliminary impression\*
- 5.0.5.8 Record oral condition on patient's chart
- 5.0.5.9 Chart patient's teeth
- 5.0.5.10 Assist with oral cancer screening

\* Advancing  
\*\* Futuring

**COMPETENCY 5.0.6: Assist with administering anesthetic**

**COMPETENCY BUILDERS:**

- 5.0.6.1 Practice infection control procedures
- 5.0.6.2 Read and follow manufacturer's instructions
- 5.0.6.3 Prepare anesthetic tray setup
- 5.0.6.4 Interact with patient
- 5.0.6.5 Apply topical anesthetic\*
- 5.0.6.6 Assist with administration of local anesthetic
- 5.0.6.7 Monitor patient's respiration rate and behavior
- 5.0.6.8 Rinse patient's mouth
- 5.0.6.9 Record treatment on patient's chart

**COMPETENCY 5.0.7: Assist with application of rubber dam**

**COMPETENCY BUILDERS:**

- 5.0.7.1 Practice infection control procedures
- 5.0.7.2 Prepare tray for rubber dam application and removal
- 5.0.7.3 Explain procedure to patient
- 5.0.7.4 Assist with installation of rubber dam according to ODPA
- 5.0.7.5 Remove rubber dam

**COMPETENCY 5.0.8: Assist with anterior restoration and aesthetic dental procedures**

**COMPETENCY BUILDERS:**

- 5.0.8.1 Interact with patient
- 5.0.8.2 Practice infection control procedures
- 5.0.8.3 Read and follow manufacturer's instructions
- 5.0.8.4 Prepare setup for rubber dam application and removal
- 5.0.8.5 Assist during cavity/tooth preparation
- 5.0.8.6 Assist with shade and materials selection
- 5.0.8.7 Prepare setup for cavity liners
- 5.0.8.8 Prepare setup and assist with acid etch and bonding procedures
- 5.0.8.9 Assist with placement of materials
- 5.0.8.10 Assist with finishing and polishing of restoration
- 5.0.8.11 Record treatment on patient's chart

\* Advancing  
\*\* Futuring

**COMPETENCY 5.0.9: Assist with in-office bleaching procedures**

**COMPETENCY BUILDERS:**

- 5.0.9.1 Interact with patient
- 5.0.9.2 Record present shade of teeth
- 5.0.9.3 Practice infection control procedures
- 5.0.9.4 Assist with product selection
- 5.0.9.5 Follow manufacturer's directions
- 5.0.9.6 Prepare setup for rubber dam application and removal
- 5.0.9.7 Assist with solution application
- 5.0.9.8 Monitor bleaching process
- 5.0.9.9 Prepare setup and assist with topical fluoride treatment
- 5.0.9.10 Instruct patient in postoperative care
- 5.0.9.11 Record treatment on patient's chart

**COMPETENCY 5.0.10: Assist with home-bleaching procedure**

**COMPETENCY BUILDERS:**

- 5.0.10.1 Interact with patient
- 5.0.10.2 Record present shade of teeth
- 5.0.10.3 Practice infection control
- 5.0.10.4 Assist with product selection
- 5.0.10.5 Follow manufacturer's directions
- 5.0.10.6 Prepare setup and assist with impression
- 5.0.10.7 Pour and trim model
- 5.0.10.8 Fabricate and trim tray
- 5.0.10.9 Instruct patient in home use according to doctor's orders
- 5.0.10.10 Record treatment on patient's chart

\* Advancing  
\*\* Futureing

**COMPETENCY 5.0.11: Assist with posterior restoration**

**COMPETENCY BUILDERS:**

- 5.0.11.1 Interact with patient
- 5.0.11.2 Practice infection control procedures
- 5.0.11.3 Read and follow manufacturer's instructions
- 5.0.11.4 Assist during cavity preparation
- 5.0.11.5 Prepare setup for rubber dam application and removal
- 5.0.11.6 Prepare setup for cavity liners
- 5.0.11.7 Prepare setup for amalgam filling procedure
- 5.0.11.8 Prepare setup for composite filling procedure
- 5.0.11.9 Prepare for cavity filling
- 5.0.11.10 Assist with placement of materials
- 5.0.11.11 Assist with carving amalgam
- 5.0.11.12 Provide postoperative instructions
- 5.0.11.13 Prepare setup for finishing and polishing amalgam restoration
- 5.0.11.14 Prepare setup for finishing and polishing composite restoration
- 5.0.11.15 Assist with finishing and polishing restoration
- 5.0.11.16 Record treatment on patient's chart

**UNIT 6: Dental Specialties**

**COMPETENCY 6.0.1: Set up and assist with pediatric dentistry**

**COMPETENCY BUILDERS:**

- 6.0.1.1 Interact with patient
- 6.0.1.2 Prepare pedodontics setup
- 6.0.1.3 Practice infection control procedures
- 6.0.1.4 Assist with pedodontic examination
- 6.0.1.5 Assist with topical fluoride application
- 6.0.1.6 Assist with stainless steel crowns
- 6.0.1.7 Assist with space maintainers
- 6.0.1.8 Prepare pulpectomy setup
- 6.0.1.9 Assist with pulpectomy procedures
- 6.0.1.10 Assist with pit and fissure sealant placements
- 6.0.1.11 Record treatment on patient's chart

\* Advancing  
\*\* Futuring

**COMPETENCY 6.0.2: Set up and assist with orthodontics**

**COMPETENCY BUILDERS:**

- 6.0.2.1 Interact with patient
- 6.0.2.2 Prepare orthodontic setup
- 6.0.2.3 Practice infection control procedures
- 6.0.2.4 Take preliminary study cast impressions\*
- 6.0.2.5 Set up for first and second separation appointments
- 6.0.2.6 Set up for banding and bracketing appointment
- 6.0.2.7 Assist with banding and bracket procedures
- 6.0.2.8 Assist with removal of orthodontic bands
- 6.0.2.9 Set up for adjusting orthodontic appliances
- 6.0.2.10 Assist with adjusting orthodontic appliances
- 6.0.2.11 Assist with replacing orthodontic arch wire
- 6.0.2.12 Set up for placement of space maintainer
- 6.0.2.13 Instruct orthodontic patient
- 6.0.2.14 Record treatment on patient's chart

**COMPETENCY 6.0.3: Set up and assist with endodontics**

**COMPETENCY BUILDERS:**

- 6.0.3.1 Interact with patient
- 6.0.3.2 Practice infection control procedures
- 6.0.3.3 Prepare endodontics setup
- 6.0.3.4 Assist with rubber dam placement
- 6.0.3.5 Assist with endodontic examination
- 6.0.3.6 Assist with opening the pulp cavity, removal of diseased pulp, and root canal enlargement
- 6.0.3.7 Measure reamers and files
- 6.0.3.8 Expose radiographs\*
- 6.0.3.9 Process radiographs
- 6.0.3.10 Assist with sterilizing and drying canal
- 6.0.3.11 Assist with placement of medicaments
- 6.0.3.12 Assist with root canal filling
- 6.0.3.13 Assist with endodontic surgery
- 6.0.3.14 Record treatment on patient's chart

\* Advancing

\*\* Futuring

**COMPETENCY 6.0.4: Set up and assist with oral surgery**

**COMPETENCY BUILDERS:**

- 6.0.4.1 Interact with patient
- 6.0.4.2 Practice infection control procedures
- 6.0.4.3 Prepare patient for oral surgery
- 6.0.4.4 Prepare for oral surgery
- 6.0.4.5 Assist with anesthesia
- 6.0.4.6 Assist with oral surgery
- 6.0.4.7 Prepare setup for implant
- 6.0.4.8 Assist with implant
- 6.0.4.9 Prepare setup for dry socket treatment
- 6.0.4.10 Assist with dry socket treatment
- 6.0.4.11 Prepare setup for incision and drainage
- 6.0.4.12 Assist with incision and drainage
- 6.0.4.13 Prepare setup for surgical irrigation
- 6.0.4.14 Prepare setup for biopsy
- 6.0.4.15 Assist with biopsy
- 6.0.4.16 Prepare biopsy for lab
- 6.0.4.17 Give postoperative instructions
- 6.0.4.18 Prepare setup and assist with suture removal
- 6.0.4.19 Remove sutures\*
- 6.0.4.20 Record treatment on patient's chart

**COMPETENCY 6.0.5: Set up and assist with periodontics**

**COMPETENCY BUILDERS:**

- 6.0.5.1 Interact with patient
- 6.0.5.2 Practice infection control procedures
- 6.0.5.3 Prepare periodontics setup
- 6.0.5.4 Assist with periodontic examination
- 6.0.5.5 Assist with scaling and subgingival curettage
- 6.0.5.6 Assist with gingivectomy
- 6.0.5.7 Set up for periodontal dressing
- 6.0.5.8 Assist with placement of periodontal dressing
- 6.0.5.9 Place periodontal dressing\*
- 6.0.5.10 Assist with removal of periodontal dressing
- 6.0.5.11 Remove periodontal dressing\*
- 6.0.5.12 Instruct patient in home-care procedures
- 6.0.5.13 Record treatment on patient's chart

\* Advancing  
\*\* Futuring

**COMPETENCY 6.0.6: Set up and assist with removable prosthodontics**

**COMPETENCY BUILDERS:**

- 6.0.6.1 Interact with patient
- 6.0.6.2 Practice infection control procedures
- 6.0.6.3 Prepare patient
- 6.0.6.4 Prepare prosthodontics tray setup
- 6.0.6.5 Take preliminary impression\*
- 6.0.6.6 Assist with final impression
- 6.0.6.7 Assist with removable prosthodontics
- 6.0.6.8 Assist with bite registration and tooth selection
- 6.0.6.9 Assist with denture/partial try-in
- 6.0.6.10 Assist with denture/partial insertion
- 6.0.6.11 Assist with denture/partial adjustment
- 6.0.6.12 Assist with partial denture repair
- 6.0.6.13 Record treatment on patient's chart

**COMPETENCY 6.0.7: Set up and assist with fixed prosthodontics**

**COMPETENCY BUILDERS:**

- 6.0.7.1 Interact with patient
- 6.0.7.2 Practice infection control procedures
- 6.0.7.3 Prepare patient
- 6.0.7.4 Prepare prosthodontics tray setup
- 6.0.7.5 Assist with administering local anesthetic
- 6.0.7.6 Take preliminary impression\*
- 6.0.7.7 Remove temporary crowns\*
- 6.0.7.8 Assist with gingival retraction
- 6.0.7.9 Assist with final impression for crown and bridge
- 6.0.7.10 Assist with crown and bridge try-in and shade selection
- 6.0.7.11 Assist with bite registration
- 6.0.7.12 Assist with fabrication of temporary
- 6.0.7.13 Prepare setup for crown and bridge cementation
- 6.0.7.14 Assist with placing temporary restoration
- 6.0.7.15 Instruct patient in care and maintenance of temporary restorations
- 6.0.7.16 Assist with crown and bridge cementation
- 6.0.7.17 Prepare setup for equilibration
- 6.0.7.18 Assist with equilibration
- 6.0.7.19 Instruct patient in postoperative care
- 6.0.7.20 Record treatment on patient's chart

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**COMPETENCY 6.0.8: Set up and assist with public health dentistry**

**COMPETENCY BUILDERS:**

- 6.0.8.1 Assist dentist in public health clinics, hospitals, schools and nursing homes
- 6.0.8.2 Present information on oral health care to school or community groups

**UNIT 7: Dental Laboratory Procedures**

**COMPETENCY 7.0.1: Fabricate gypsum models**

**COMPETENCY BUILDERS:**

- 7.0.1.1 Select gypsum material
- 7.0.1.2 Rinse and dry impressions
- 7.0.1.3 Apply mathematical ratios
- 7.0.1.4 Pour models
- 7.0.1.5 Trim models
- 7.0.1.6 Articulate models

**COMPETENCY 7.0.2: Construct occlusion rims**

**COMPETENCY BUILDERS:**

- 7.0.2.1 Adapt baseplate
- 7.0.2.2 Apply wax
- 7.0.2.3 Trim and smooth wax

**COMPETENCY 7.0.3: Construct custom tray**

**COMPETENCY BUILDERS:**

- 7.0.3.1 Assemble materials and equipment
- 7.0.3.2 Adapt spacer
- 7.0.3.3 Adapt acrylic
- 7.0.3.4 Trim finished tray

**COMPETENCY 7.0.4: Assist with fabrication of temporary crowns**

**COMPETENCY BUILDERS:**

- 7.0.4.1 Construct and trim temporary crowns
- 7.0.4.2 Adapt and prepare preformed crowns

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**COMPETENCY 7.0.5: Prepare laboratory case for shipping**

**COMPETENCY BUILDERS:**

- 7.0.5.1 Complete laboratory authorization
- 7.0.5.2 Write legibly
- 7.0.5.3 Package case for shipment
- 7.0.5.4 Apply postage
- 7.0.5.5 Ship case

**UNIT 8: Dental Office Procedures**

**COMPETENCY 8.0.1: Manage dental office**

**COMPETENCY BUILDERS:**

- 8.0.1.1 Open office
- 8.0.1.2 Maintain disinfected work area in compliance with OSHA
- 8.0.1.3 Prepare power and water supply
- 8.0.1.4 Monitor office neatness
- 8.0.1.5 Close office

**COMPETENCY 8.0.2: Manage reception area**

**COMPETENCY BUILDERS:**

- 8.0.2.1 Prepare reception area
- 8.0.2.2 Greet visitors and patients
- 8.0.2.3 Manage children accompanying patient
- 8.0.2.4 Screen non-patient visitors
- 8.0.2.5 Explain delays to patients
- 8.0.2.6 Close reception area

**COMPETENCY 8.0.3: Maintain patient records**

**COMPETENCY BUILDERS:**

- 8.0.3.1 Interact with patient
- 8.0.3.2 Complete registration for new patient
- 8.0.3.3 Maintain health history records
- 8.0.3.4 Retrieve records
- 8.0.3.5 Keyboard medical and dental records
- 8.0.3.6 File and store patient records

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**COMPETENCY 8.0.4: Perform financial functions**

**COMPETENCY BUILDERS:**

- 8.0.4.1 Apply mathematical concepts
- 8.0.4.2 Operate calculator
- 8.0.4.3 Apply basic bookkeeping fundamentals
- 8.0.4.4 Interact with patient
- 8.0.4.5 Interpret and explain doctor's fees
- 8.0.4.6 Arrange financial agreements
- 8.0.4.7 Complete ledger
- 8.0.4.8 Prepare account summaries
- 8.0.4.9 Collect fees
- 8.0.4.10 Issue receipts and quick-claim form
- 8.0.4.11 Maintain petty cash account
- 8.0.4.12 Prepare bank deposits
- 8.0.4.13 Verify invoices
- 8.0.4.14 Collect delinquent bills
- 8.0.4.15 Collect and post payments
- 8.0.4.16 Maintain accounts receivable
- 8.0.4.17 Maintain accounts payable
- 8.0.4.18 Process credit card transactions
- 8.0.4.19 Prepare checks for doctor's signature
- 8.0.4.20 Prepare payroll
- 8.0.4.21 Reconcile bank statements
- 8.0.4.22 Reconcile cash and receipts
- 8.0.4.23 Complete Worker's Compensation forms
- 8.0.4.24 Complete Medicare/Medicard forms
- 8.0.4.25 Prepare schedule of accounts receivable
- 8.0.4.26 Prepare schedule of accounts payable

**COMPETENCY 8.0.5: Manage correspondence**

**COMPETENCY BUILDERS:**

- 8.0.5.1 Sort mail
- 8.0.5.2 Open mail
- 8.0.5.3 Route mail
- 8.0.5.4 Compose correspondence regarding collection and consultation
- 8.0.5.5 Prepare written communications
- 8.0.5.6 Keyboard correspondence
- 8.0.5.7 Transcribe letters from dictaphone or tape recorder
- 8.0.5.8 Prepare statements
- 8.0.5.9 Prepare envelopes
- 8.0.5.10 Apply postage
- 8.0.5.11 Mail correspondence
- 8.0.5.12 File copies of correspondence

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**COMPETENCY 8.0.6: Demonstrate telephone techniques**

**COMPETENCY BUILDERS:**

- 8.0.6.1 Receive calls
- 8.0.6.2 Apply oral communication skills
- 8.0.6.3 Place calls
- 8.0.6.4 Transfer calls
- 8.0.6.5 Terminate calls
- 8.0.6.6 Record messages/chart messages
- 8.0.6.7 Write legibly

**COMPETENCY 8.0.7: Maintain appointment book**

**COMPETENCY BUILDERS:**

- 8.0.7.1 Prepare appointment book
- 8.0.7.2 Write legibly
- 8.0.7.3 Record appointments
- 8.0.7.4 Prepare appointment cards
- 8.0.7.5 Maintain recall system
- 8.0.7.6 Confirm appointments
- 8.0.7.7 Make referral appointments for patients

**COMPETENCY 8.0.8: Process third-party/insurance claims**

**COMPETENCY BUILDERS:**

- 8.0.8.1 Prepare and submit insurance claim forms
- 8.0.8.2 Process quick-claim forms
- 8.0.8.3 Use procedure codes
- 8.0.8.4 Set up system to track claims
- 8.0.8.5 Log and track claims

**COMPETENCY 8.0.9: Maintain inventory and supplies**

**COMPETENCY BUILDERS:**

- 8.0.9.1 Apply basic mathematical skills
- 8.0.9.2 Use inventory control system in compliance with OSHA and EPA
- 8.0.9.3 Prepare purchase requisitions to order supplies
- 8.0.9.4 Monitor expendables
- 8.0.9.5 Monitor nonexpendables
- 8.0.9.6 Monitor capital equipment inventory
- 8.0.9.7 Schedule routine maintenance and equipment repair

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**COMPETENCY 8.0.10: Operate computer**

**COMPETENCY BUILDERS:**

- 8.0.10.1 Use manufacturer's manuals, software documentation, and other reference materials
- 8.0.10.2 Power up computer
- 8.0.10.3 Load software
- 8.0.10.4 Enter patient information
- 8.0.10.5 Save patient information
- 8.0.10.6 File and sort patient records
- 8.0.10.7 Print patient records
- 8.0.10.8 Generate backup files
- 8.0.10.9 Power down computer

**COMPETENCY 8.0.11: Operate and maintain other office equipment**

**COMPETENCY BUILDERS:**

- 8.0.11.1 Use manufacturer's manuals, service contracts, and other reference materials
- 8.0.11.2 Identify malfunctions
- 8.0.11.3 Correct or report malfunctions
- 8.0.11.4 Maintain inventory and repair records
- 8.0.11.5 Operate typewriter
- 8.0.11.6 Operate calculator
- 8.0.11.7 Operate dictaphone
- 8.0.11.8 Operate copier
- 8.0.11.9 Operate postage meter

**UNIT 9: Radiographic Procedures**

**COMPETENCY 9.0.1: Practice radiation safety procedures in accordance with OSHA and EPA**

**COMPETENCY BUILDERS:**

- 9.0.1.1 Follow radiation safety precautions for patients
- 9.0.1.2 Follow radiation safety precautions for operators
- 9.0.1.3 Comply with equipment safety laws
- 9.0.1.4 Comply with Ohio State Dental Practice Act

**COMPETENCY 9.0.2: Maintain unexposed film**

**COMPETENCY BUILDERS:**

- 9.0.2.1 Check expiration date
- 9.0.2.2 Store film

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**COMPETENCY 9.0.3: Expose films**

**COMPETENCY BUILDERS:**

- 9.0.3.1 Follow manufacturer's instructions for film and equipment placement
- 9.0.3.2 Adjust voltage, amperage, and timer on x-ray equipment
- 9.0.3.3 Apply infection control procedures
- 9.0.3.4 Perform "bisecting-the-angle" technique\*
- 9.0.3.5 Follow radiation safety precautions for patient and operator in compliance with OSHA and ODPA
- 9.0.3.6 Follow exposure guidelines
- 9.0.3.7 Position patient
- 9.0.3.8 Select film size and speed
- 9.0.3.9 Position film\*
- 9.0.3.10 Perform paralleling technique\*

**COMPETENCY 9.0.4: Process radiographs manually**

**COMPETENCY BUILDERS:**

- 9.0.4.1 Follow manufacturer's instructions for equipment
- 9.0.4.2 Mix solutions for developing and fixing radiographs (OSHA, EPA)
- 9.0.4.3 Follow darkroom procedures
- 9.0.4.4 Handle film properly
- 9.0.4.5 Load film in developing tank
- 9.0.4.6 Read thermometer
- 9.0.4.7 Interpret time and temperature chart
- 9.0.4.8 Follow safety precautions to prevent eye injury and minor burns in compliance with OSHA and EPA
- 9.0.4.9 Clean and disinfect equipment
- 9.0.4.10 Dispose of mixed solutions in accordance with EPA regulations

**COMPETENCY 9.0.5: Process radiographs automatically**

**COMPETENCY BUILDERS:**

- 9.0.5.1 Follow manufacturer's instructions for x-ray equipment and solutions in compliance with OSHA and EPA
- 9.0.5.2 Follow darkroom procedures
- 9.0.5.3 Handle film properly
- 9.0.5.4 Operate automatic processor

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**COMPETENCY 9.0.6: Mount radiographs**

**COMPETENCY BUILDERS:**

- 9.0.6.1 Handle film properly
- 9.0.6.2 Place radiographs in mount
- 9.0.6.3 Label mount
- 9.0.6.4 Store mounted radiographs

**UNIT 10: Communications**

**COMPETENCY 10.0.1: Apply basic communication skills**

**COMPETENCY BUILDERS:**

- 10.0.1.1 Read, interpret, and follow written instructions
- 10.0.1.2 Interpret and follow oral instructions
- 10.0.1.3 Clarify instructions
- 10.0.1.4 Apply basic grammar rules
- 10.0.1.5 Apply dental terminology
- 10.0.1.6 Construct effective sentences
- 10.0.1.7 Check spelling and correct usage of words
- 10.0.1.8 Use correct punctuation, capitalization, abbreviations, and numbers
- 10.0.1.9 Proofread, edit, and correct documents
- 10.0.1.10 Refine verbal and non-verbal communication skills
- 10.0.1.11 Write and speak concisely
- 10.0.1.12 Use effective listening skills
- 10.0.1.13 Participate in group discussions
- 10.0.1.14 Write legibly

**COMPETENCY 10.0.2: Compose documents**

**COMPETENCY BUILDERS:**

- 10.0.2.1 Evaluate audience
- 10.0.2.2 Collect data
- 10.0.2.3 Organize data
- 10.0.2.4 Draft documents
- 10.0.2.5 Apply basic grammar rules
- 10.0.2.6 Apply dental terminology
- 10.0.2.7 Construct effective sentences
- 10.0.2.8 Spell and define words
- 10.0.2.9 Use correct punctuation, capitalization, abbreviations, and numbers
- 10.0.2.10 Prepare final documents

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**COMPETENCY 10.0.3: Apply oral communication skills**

**COMPETENCY BUILDERS:**

- 10.0.3.1 Evaluate audience
- 10.0.3.2 Organize thoughts
- 10.0.3.3 Use correct grammar and dental terminology
- 10.0.3.4 Speak clearly
- 10.0.3.5 Give orders, directions, and instructions
- 10.0.3.6 Treat patient with respect
- 10.0.3.7 Instill patient confidence

**COMPETENCY 10.0.4: Use job-related reference materials written by OSHA, EPA and ODPA**

**COMPETENCY BUILDERS:**

- 10.0.4.1 Identify needed reference materials
- 10.0.4.2 Post required materials
- 10.0.4.3 Assemble reference materials
- 10.0.4.4 Locate and apply information from reference materials

**UNIT 11: Mathematics**

**COMPETENCY 11.0.1: Apply basic mathematical skills**

**COMPETENCY BUILDERS:**

- 11.0.1.1 Solve addition, subtraction, multiplication, and division problems manually
- 11.0.1.2 Solve addition, subtraction, multiplication, and division problems using a calculator
- 11.0.1.3 Apply number relations
- 11.0.1.4 Number sequentially
- 11.0.1.5 Apply measurements
- 11.0.1.6 Read temperature
- 11.0.1.7 Use proportions
- 11.0.1.8 Apply fractions
- 11.0.1.9 Apply decimals
- 11.0.1.10 Apply ratios
- 11.0.1.11 Monitor time
- 11.0.1.12 Perform data analysis and probability
- 11.0.1.13 Compute business and financial data

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**COMPETENCY 11.0.2: Apply basic algebraic formulas**

**COMPETENCY BUILDERS:**

11.0.2.1 Solve simple number sentences and use formulas (e.g., proportions and ratios)

11.0.2.2 Set up and solve linear equations

**COMPETENCY 11.0.3: Apply basic geometry**

**COMPETENCY BUILDERS:**

11.0.3.1 Use angles

11.0.3.2 Use parallel and perpendicular lines

**UNIT 12: Professionalism**

**COMPETENCY 12.0.1: Practice good work ethics**

**COMPETENCY BUILDERS:**

12.0.1.1 Interpret ethical areas covered by the American Dental Assistants' Association (ADAA) Principles of Ethics

12.0.1.2 Follow ethical and legal standards and guidelines of ADAA and ODPA

12.0.1.3 Maintain positive attitude

12.0.1.4 Be punctual

12.0.1.5 Be dependable

12.0.1.6 Employ characteristics and responsibilities of teamwork

12.0.1.7 Participate in the democratic process

12.0.1.8 Use time-management techniques

12.0.1.9 Be flexible

12.0.1.10 Show initiative

12.0.1.11 Apply organizational techniques

12.0.1.12 Be self-confident

12.0.1.13 Recognize constructive criticism in evaluation and implement change

12.0.1.14 Take pride in work

12.0.1.15 Be honest

12.0.1.16 Be empathetic toward others

12.0.1.17 Resolve conflict appropriately

12.0.1.18 Manage stress positively

12.0.1.19 Deal with office politics

12.0.1.20 Maintain confidentiality in handling discretionary issues

12.0.1.21 Perform decision-making, problem-solving, and prioritizing activities

12.0.1.22 Be loyal

12.0.1.23 Avoid personal activities during work hours

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**COMPETENCY 12.0.2: Project professional image**

**COMPETENCY BUILDERS:**

- 12.0.2.1 Exhibit professional appearance
- 12.0.2.2 Exhibit professional manners
- 12.0.2.3 Project professional attitude
- 12.0.2.4 Use appropriate conversation with patients

**COMPETENCY 12.0.3: Achieve employer's goals**

**COMPETENCY BUILDERS:**

- 12.0.3.1 Determine your responsibility in relation to employer's goals
- 12.0.3.2 Set your performance standards for each goal
- 12.0.3.3 Discuss goals with employer
- 12.0.3.4 Accomplish tasks
- 12.0.3.5 Monitor progress with feedback

**COMPETENCY 12.0.4: Explore professional development**

**COMPETENCY BUILDERS:**

- 12.0.4.1 Examine career opportunities
- 12.0.4.2 Develop mentor relationship
- 12.0.4.3 Develop career plan through goals
- 12.0.4.4 Manage professional growth
- 12.0.4.5 Participate in education and/or training meetings, workshops, conferences, and professional organizations
- 12.0.4.6 Participate in formal education and/or training opportunities
- 12.0.4.7 Acquire state and national credentials

**COMPETENCY 12.0.5: Orient staff/personnel**

**COMPETENCY BUILDERS:**

- 12.0.5.1 Obtain resources, materials, and equipment for staff/personnel
- 12.0.5.2 Assess needs
- 12.0.5.3 Present information to staff
- 12.0.5.4 Train staff/personnel

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**UNIT 13: Employability Skills**

**SUBUNIT 13.1: Career Development**

**COMPETENCY 13.1.1: Investigate career options**

**COMPETENCY BUILDERS:**

- 13.1.1.1 Determine interests and aptitudes
- 13.1.1.2 Identify career options
- 13.1.1.3 Research occupations matching interests and aptitudes
- 13.1.1.4 Select career(s) that best match(es) interests and aptitudes
- 13.1.1.5 Identify advantages and disadvantages of career options, including nontraditional careers
- 13.1.1.6 Assess differences in wages, annual incomes, and job opportunities based on geographic location
- 13.1.1.7 Develop a career plan

**COMPETENCY 13.1.2: Analyze potential barriers to employment**

**COMPETENCY BUILDERS:**

- 13.1.2.1 Identify common barriers to employment
- 13.1.2.2 Develop strategies to overcome employment barriers

**UNIT 13: Employability Skills**

**SUBUNIT 13.2: Decision Making and Problem Solving**

**COMPETENCY 13.2.1: Apply decision-making techniques in the workplace**

**COMPETENCY BUILDERS:**

- 13.2.1.1 Identify the decision to be made
- 13.2.1.2 Compare alternatives
- 13.2.1.3 Determine consequences of each alternative
- 13.2.1.4 Make decisions based on values and goals
- 13.2.1.5 Evaluate the decision made

**COMPETENCY 13.2.2: Apply problem-solving techniques in the workplace**

**COMPETENCY BUILDERS:**

- 13.2.2.1 Diagnose the problem and its causes
- 13.2.2.2 Identify alternatives and their consequences in relation to the problem
- 13.2.2.3 Examine multicultural and nonsexist dimensions of problem solving
- 13.2.2.4 Utilize resources to explore possible solutions to the problem
- 13.2.2.5 Compare and contrast the advantages and disadvantages of each solution
- 13.2.2.6 Determine appropriate action
- 13.2.2.7 Evaluate results

**UNIT 13: Employability Skills**

**SUBUNIT 13.3: Work Ethic**

**COMPETENCY 13.3.1: Evaluate the relationship of self-esteem to work ethic**

**COMPETENCY BUILDERS:**

- 13.3.1.1 Identify special characteristics and abilities in self and others
- 13.3.1.2 Identify internal and external factors that affect self-esteem

**COMPETENCY 13.3.2: Analyze the relationship of personal values and goals to work ethic both in and out of the workplace**

**COMPETENCY BUILDERS:**

- 13.3.2.1 Distinguish between values and goals
- 13.3.2.2 Determine the importance of values and goals
- 13.3.2.3 Evaluate how values affect goals
- 13.3.2.4 Identify short-term and long-term goals
- 13.3.2.5 Prioritize personal goals
- 13.3.2.6 Describe how personal values are reflected in work ethic
- 13.3.2.7 Describe how interactions in the workplace affect personal work ethic
- 13.3.2.8 Examine how life changes affect personal work ethic

**COMPETENCY 13.3.3: Demonstrate work ethic**

**COMPETENCY BUILDERS:**

- 13.3.3.1 Examine factors that influence work ethic
- 13.3.3.2 Exhibit characteristics that reflect an appropriate work ethic

**UNIT 13: Employability Skills**

**SUBUNIT 13.4: Job-Seeking Skills**

**COMPETENCY 13.4.1: Prepare for employment**

**COMPETENCY BUILDERS:**

- 13.4.1.1 Identify traditional and nontraditional employment sources
- 13.4.1.2 Utilize employment sources
- 13.4.1.3 Research job opportunities, including nontraditional careers
- 13.4.1.4 Interpret equal employment opportunity laws
- 13.4.1.5 Explain the critical importance of personal appearance, hygiene, and demeanor throughout the employment process
- 13.4.1.6 Prepare for generic employment tests and those specific to an occupation/organization

**COMPETENCY 13.4.2: Design a résumé**

**COMPETENCY BUILDERS:**

- 13.4.2.1 Identify personal strengths and weaknesses
- 13.4.2.2 List skills and/or abilities, career objective(s), accomplishments/achievements, educational background, and work experience
- 13.4.2.3 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
- 13.4.2.4 Complete résumé using various formats
- 13.4.2.5 Secure references

**COMPETENCY 13.4.3: Complete and process job application forms**

**COMPETENCY BUILDERS:**

- 13.4.3.1 Explain the importance of an application form
- 13.4.3.2 Identify ways to obtain job application forms
- 13.4.3.3 Describe methods for handling illegal questions on job application forms
- 13.4.3.4 Demonstrate legible written communications skills using correct grammar, spelling, and concise wording
- 13.4.3.5 Return application to proper person, request interview, and follow up

**COMPETENCY 13.4.4: Demonstrate interviewing skills**

**COMPETENCY BUILDERS**

- 13.4.4.1 Investigate interview environment and procedures
- 13.4.4.2 Explain the critical importance of personal appearance, hygiene, and demeanor
- 13.4.4.3 Demonstrate question and answer techniques
- 13.4.4.4 Demonstrate methods for handling difficult and/or illegal interview questions

**COMPETENCY 13.4.5: Secure employment**

**COMPETENCY BUILDERS:**

- 13.4.5.1 Identify present and future employment opportunities within an occupation/organization
- 13.4.5.2 Research the organization/company
- 13.4.5.3 Use follow-up techniques to enhance employment potential
- 13.4.5.4 Compare and evaluate job offers

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**UNIT 13: Employability Skills**

**SUBUNIT 13.5: Job Retention Skills**

**COMPETENCY 13.5.1:** Analyze the organizational structure of the workplace

**COMPETENCY BUILDERS:**

- 13.5.1.1 Identify and evaluate employer expectations regarding job performance, work habits, attitudes, personal appearance, and hygiene
- 13.5.1.2 Be aware of and obey all company policies and procedures
- 13.5.1.3 Examine the role/relationship between employee and employer
- 13.5.1.4 Recognize opportunities for advancement and reasons for termination

**COMPETENCY 13.5.2:** Maintain positive relations with others

**COMPETENCY BUILDERS:**

- 13.5.2.1 Exhibit appropriate work habits and attitude
- 13.5.2.2 Identify behaviors to establish successful working relationships
- 13.5.2.3 Cooperate and compromise through teamwork and group participation
- 13.5.2.4 Identify alternatives for dealing with harassment, bias, and discrimination based on race, color, national origin, sex, religion, handicap, or age

**UNIT 13: Employability Skills**

**SUBUNIT 13.6: Job Advancement**

**COMPETENCY 13.6.1:** Analyze opportunities for personal and career growth

**COMPETENCY BUILDERS:**

- 13.6.1.1 Determine opportunities within an occupation/organization
- 13.6.1.2 Compare and contrast other opportunities
- 13.6.1.3 List benefits of job advancement
- 13.6.1.4 Evaluate factors involved when assuming a new position within or outside an occupation/organization

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**COMPETENCY 13.6.2: Exhibit characteristics needed for advancement**

**COMPETENCY BUILDERS:**

- 13.6.2.1 Display a positive attitude
- 13.6.2.2 Demonstrate knowledge of a position
- 13.6.2.3 Perform quality work
- 13.6.2.4 Adapt to changing situations and technology
- 13.6.2.5 Demonstrate capability for different positions
- 13.6.2.6 Participate in continuing education/training programs
- 13.6.2.7 Respect, accept, and work with ALL individuals in the workplace

**UNIT 13: Employability Skills**

**SUBUNIT 13.7: Technology in the Workplace**

**COMPETENCY 13.7.1: Assess the impact of technology in the workplace**

**COMPETENCY BUILDERS:**

- 13.7.1.1 Cite how past business/industry practices have influenced present business/industry processes
- 13.7.1.2 Investigate the use of technology in the workplace
- 13.7.1.3 Analyze how present skills can be applied to learning new technologies

**COMPETENCY 13.7.2: Use a variety of technological applications**

**COMPETENCY BUILDERS:**

- 13.7.2.1 Explore basic mathematical, scientific, computer, and technological principles
- 13.7.2.2 Use technology to accomplish assigned tasks
- 13.7.2.3 Create solutions to problems using technical means

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**UNIT 13: Employability Skills**

**SUBUNIT 13.8: Lifelong Learning**

**COMPETENCY 13.8.1: Apply lifelong learning to individual situations**

**COMPETENCY BUILDERS:**

13.8.1.1 Define lifelong learning

13.8.1.2 Identify factors that cause the need for lifelong learning

**COMPETENCY 13.8.2: Adapt to change**

**COMPETENCY BUILDERS:**

13.8.2.1 Analyze the effects of change

13.8.2.2 Identify reasons why goals change

13.8.2.3 Describe the importance of flexibility when reevaluating goals

13.8.2.4 Evaluate the need for continuing education/training

**UNIT 13: Employability Skills**

**SUBUNIT 13.9: Economic Education**

**COMPETENCY 13.9.1: Analyze global enterprise systems**

**COMPETENCY BUILDERS:**

13.9.1.1 Identify characteristics of various enterprise systems

13.9.1.2 Examine the relationship between competition, risk, and profit

13.9.1.3 Illustrate how supply and demand influence price

**COMPETENCY 13.9.2: Evaluate personal money management**

**COMPETENCY BUILDERS:**

13.9.2.1 Describe the need for personal management records

13.9.2.2 Identify methods of taxation

13.9.2.3 Analyze how credit affects financial security

13.9.2.4 Compare types and methods of investments

13.9.2.5 Prepare a personal budget

13.9.2.6 Be an informed and responsible consumer

13.9.2.7 Analyze the effects of advertising on the consumer

**UNIT 13: Employability Skills**

**SUBUNIT 13.10: Balancing Work and Family**

**COMPETENCY 13.10.1: Analyze the effects of family on work**

**COMPETENCY BUILDERS:**

- 13.10.1.1 Recognize how family values, goals, and priorities are reflected in the workplace
- 13.10.1.2 Identify present and future family structures and responsibilities
- 13.10.1.3 Describe personal and family roles
- 13.10.1.4 Analyze concerns of working parent(s)
- 13.10.1.5 Examine how family responsibilities can conflict with work
- 13.10.1.6 Resolve family-related conflicts
- 13.10.1.7 Explain how to use support systems/community resources to help resolve family-related conflicts

**COMPETENCY 13.10.2: Analyze the effects of work on family**

**COMPETENCY BUILDERS:**

- 13.10.2.1 Identify responsibilities associated with paid and nonpaid work
- 13.10.2.2 Compare the advantages and disadvantages of multiple incomes
- 13.10.2.3 Examine how work can conflict with family responsibilities
- 13.10.2.4 Describe how work-related stress can affect families
- 13.10.2.5 Identify family support systems and resources

**UNIT 13: Employability Skills**

**SUBUNIT 13.11: Citizenship in the Workplace**

**COMPETENCY 13.11.1: Exercise the rights and responsibilities of citizenship in the workplace**

**COMPETENCY BUILDERS:**

- 13.11.1.1 Identify the basic rights and responsibilities of citizenship
- 13.11.1.2 Examine the history and contributions of all racial, ethnic, and cultural groups

\* Advancing  
\*\* Futuring

**COMPETENCY 13.11.2: Cooperate with others in the workplace**

**COMPETENCY BUILDERS:**

- 13.11.2.1 Identify situations in which compromise is necessary
- 13.11.2.2 Examine how individuals from various backgrounds contribute to work-related situations
- 13.11.2.3 Demonstrate initiative to facilitate cooperation
- 13.11.2.4 Give and receive constructive criticism to enhance cooperation

**UNIT 13: Employability Skills**

**SUBUNIT 13.12: Leadership**

**COMPETENCY 13.12.1: Evaluate leadership styles appropriate for the workplace**

**COMPETENCY BUILDERS:**

- 13.12.1.1 Identify characteristics of effective leaders
- 13.12.1.2 Compare leadership styles
- 13.12.1.3 Demonstrate effective delegation skills
- 13.12.1.4 Identify opportunities to lead in the workplace

**COMPETENCY 13.12.2: Demonstrate effective teamwork skills**

**COMPETENCY BUILDERS:**

- 13.12.2.1 Identify the responsibilities of a valuable group member
- 13.12.2.2 Exhibit open-mindedness
- 13.12.2.3 Identify methods of involving each member of a team
- 13.12.2.4 Contribute to the efficiency and success of a group
- 13.12.2.5 Determine ways to motivate others

**COMPETENCY 13.12.3: Utilize effective communication skills**

**COMPETENCY BUILDERS:**

- 13.12.3.1 Demonstrate the importance of listening
- 13.12.3.2 Demonstrate assertive communication
- 13.12.3.3 Recognize the importance of verbal and nonverbal cues and messages
- 13.12.3.4 Analyze written material
- 13.12.3.5 Prepare written material
- 13.12.3.6 Give and receive feedback
- 13.12.3.7 Articulate thoughts
- 13.12.3.8 Use appropriate language

\* Advancing  
\*\* Futuring

UNIT 13: Employability Skills

SUBUNIT 13.13: Entrepreneurship

COMPETENCY 13.13.1: Evaluate the role of small business in the economy

COMPETENCY BUILDERS:

- 13.13.1.1 Identify the benefits of small business to a community
- 13.13.1.2 Analyze opportunities for small business in a community

COMPETENCY 13.13.2: Examine considerations of starting a business

COMPETENCY BUILDERS:

- 13.13.2.1 Research a business idea
- 13.13.2.2 Compare various ways to become a small business owner
- 13.13.2.3 Investigate factors to consider in financing a new business
- 13.13.2.4 Evaluate entrepreneurship as a career option

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